

SCOPE OF PATIENT CARE AND SERVICES

IACH Patient Centered Medical Homes

1. GENERAL DESCRIPTION OF SCOPE OF PRACTICE AND MISSION. The Primary Care service and the Patient Centered Medical Homes provide care to all ages of patients from newborn to geriatric age. Services include initial and ongoing evaluation, diagnosis, treatment, patient education, follow-up and immunizations. Patient population includes both patients with acute medical conditions and those with chronic disease. Health maintenance visits are included in the routine appointment schedule. Irwin Army Community Hospital (IACH) Army Medical Homes are currently located main IACH hospital building, Farrelly Health Clinic, and the Custer Hill Health Clinic.

2. DESCRIPTION OF TYPES AND AGES OF PATIENTS SERVED. The Primary Care Army Medical Homes provide acute care, chronic care, and health maintenance to patients of all ages. The clinics serve Active Duty Service Members and their dependents, as well as retirees and their dependents enrolled in TRICARE Prime. Patients who are not enrolled in TRICARE Prime and those beneficiaries over 65 are served on a space available basis per TRICARE access guidelines.

3. DESCRIPTION OF SCOPE AND COMPLEXITY OF THE SERVICES AVAILABLE.

a. Appointments available to Medical Home patients:

- 1) Same day - acute illness, injury, or worsening conditions
- 2) Health maintenance - well baby, well woman, and physical exams
- 3) Follow-up – for chronic conditions or per provider's recommendation

b. Walk-in services 0800-1100 & 1300-1600:

- 1) Blood pressure check
- 2) Immunizations
- 3) Pregnancy testing
- 4) Depo Provera Injections
- 5) Vitamin B12 injections

c. Procedures include:

- 1) Vasectomy
- 2) Shave biopsy
- 3) Excisional biopsy
- 4) Wart treatment and other superficial cryotherapy
- 5) Diaphragm insertion
- 6) Toenail removal
- 7) Arthrocentesis
- 8) IV therapy
- 9) Nebulizer treatment
- 10) IUD insertion/removal
- 11) Implanon implant and removal

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4. DESCRIPTION OF LIMITS OF THE CARE PROVIDED BY THIS SERVICE. The treatment of the patient's needs are dependent upon the constraints of personnel, space, facilities, specialized training, and patient care needs. Patients who require a medicine sub-specialist on an emergent basis are transferred to a higher level of care (e.g. emergent cardiac catheterization or emergent dialysis). Those patients who need a sub-specialist on a non-emergent basis are referred to the TRICARE Service Center to arrange an appointment with the appropriate sub-specialist.

5. DESCRIPTION OF THE AVAILABILITY AND CAPABILITY OF THE STAFF TO SUPPORT THE SCOPE AND MISSION. The Medical Homes staffs are fully capable, competent and available, subject to military exigencies. Staffing includes: Family Practice physicians, Pediatricians, Internal Medicine physicians, Family Nurse Practitioners, and Physician Assistants. The nursing staff includes: Registered Nurses (RNs) serving as Medical Home Supervisors or direct nursing care, military medics (68Ws), Licensed Practical Nurses (LPNs), and Certified Nursing Assistants (CNA). Each clinic also has 2 medical clerks to perform administrative duties and front desk duties. The staffing includes a mixture of military, civilian and contract personnel. Medical Home staff may be augmented by other healthcare team members to include, EFMP, Behavioral Health (clinical social worker or psychologist), Case Management or Care Coordinator nurses, and clinical pharmacy staff. Clinic hours are 0730-1800 with sick call at the FHC or CHHC for Active Duty personnel from 0645-0730.

6. DESCRIPTION OF THE RECOGNIZED STANDARDS AND PRACTICE GUIDELINES FOR PATIENT CARE. The quality of professional work will be at a level commensurate with or above the standards of the medical profession. Standards and guidelines used by the providers and the nursing staff are outlined in the clinics' Standard Operating Procedure manuals. In addition, the providers are expected to comply with medical care guidelines established by the following:

- American Academy of Family Physicians
- American Academy of Pediatrics
- American College of Physicians (Internal Medicine)
- American Nurses Credentialing Center
- National Commission for Certification of Physician Assistants
- The Joint Commission

7. DESCRIPTION OF THE METHODS USED TO ASSESS AND MEET THE HEALTHCARE NEEDS OF THE PATIENTS. The Irwin Army Community Hospital Nurse Advice Line is designed to provide health and medical information, education, support and determine appropriateness of care. The on-call and back-up call physicians are available for guidance. All licensed staff are obligated to maintain the appropriate CME and CEU credits required to maintain licenser. Medical records are reviewed on a monthly basis as part of the peer review for the Department's Quality Improvement program to ensure adequate documentation of the patients' medical conditions are maintained. Recommendations regarding the health care needs of the patients are evaluated to determine changes in the scope of services. In addition, utilization management information and other workload data will be used to determine if the services can be provided within the access standards/practice guidelines/etc. given the available resources (personnel, equipment, supplies, time availability, and budget).